

**DEPARTMENT OF WORKFORCE  
DEVELOPMENT**

Secretary Jennifer Reinert  
201 East Washington Avenue  
P.O. Box 7946  
Madison, WI 53707-7946  
Telephone: (608) 266-7552  
FAX: (608) 266-1784



**State of Wisconsin  
Governor Scott McCallum**

**DEPARTMENT OF HEALTH AND  
FAMILY SERVICES**

Secretary Phyllis Dubé  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

**FROM: Amy Mendel-Clemens  
CARES Call Center  
Policy & Systems Communications Section**

**BPS OPERATIONS MEMO**

**No.: 02-44**

**File: 7300.1**

**Date: 07/02/2002**

**Non W-2 ☐ W-2 ☐ CC ☒**

**PRIORITY: High**

**SUBJECT: CHILD CARE PROGRAM MONITORING CLARIFICATION**

**CROSS REFERENCE:** Admin Memo 01-23  
Operations Memo 02-13

**EFFECTIVE DATE:** Immediately

**PURPOSE**

Provide clarification to Child Care Program monitoring requirements.

**BACKGROUND**

As referenced in Administrators Memo 01-23, local administrative agencies were asked to submit their Monitoring Plan outlining how they plan to monitor the Child Care Subsidy program. Operations Memo 02-13 was distributed offering guidelines on how agencies could conduct this monitoring through the use of EOS reports and other tools offered by OCC. Eight monitoring training sessions were held statewide in April and May that focused on the EOS reports and their use in monitoring. Below are a number of questions and comments from those training sessions.

**POLICY**

- Q. How much flexibility do local child care administrative agencies have in deciding how many cases/providers to monitor and how much to investigate?
- A. Each agency can decide where they will focus their monitoring efforts. Many have shared that they will start with what appear to be the most blatant or obvious items identified as possible problems. Each agency needs to review the data, and decide where the monitoring should best be focused.
- Q. Do local child care administrative agencies have to investigate all of the cases/providers that appear on the EOS report?
- A. No. The EOS report is designed to highlight situations that could possibly involve an overpayment or under utilization. Many of them, upon first glance will be satisfactory. Those cases/providers that still appear in error should be addressed. Only those that had an investigation performed should be reported on the Findings Report.
- Q. The Monitoring Plan we submitted stated that we would be doing monitoring quarterly. Does this mean local child care administrative agencies need to review each month's EOS reports? Won't that be doing the monitoring monthly?
- A. Those agencies that decided to do monitoring quarterly are expected to review each month's EOS reports in your quarterly efforts. By doing this, agencies will be able to see trends in each report. Agencies will find that only some cases/providers will show up on each report. These will likely be the cases/providers agencies choose to investigate.
- Q. Who is responsible for acting on a problem that is discovered?
- A. The local administrative agency is ultimately responsible for acting on a problem discovered. The agency can contact the Regional Office or Office of Child Care for information and assistance.
- Q. How do local administrative agencies refer providers to the licensing agency?
- A. Providers should be referred to Licensing in writing if any violation of the licensing law is suspected. The agency should provide information indicating that the provider may be caring for a number of children that would require a license to operate and ask for a formal report of the Licensing Agency's investigative findings. A listing of regional licensing offices is attached and can be found at [http://www.dhfs.state.wi.us/rl\\_dcfs/CONTACT.HTM](http://www.dhfs.state.wi.us/rl_dcfs/CONTACT.HTM)
- Q. What will be done with the quarterly reports local agencies send to the regional offices?
- A. The quarterly reports will be sent to the Regional Offices for their review. The Regional Offices will review the reports to see that the agency is following their monitoring plan. The findings reports will also be sent to the Office of Child Care, which will keep ongoing statistics on such items as:
- What issues are continually coming up?
  - Are there overpayments involved, if so, who is responsible for repayment?
  - How much is the overpayment to be collected?
  - What types of program changes can be made to alleviate these problems?

**CONTACTS**

BIMA CARES Information & Problem Resolution Center

Email: [carpolcc@dwd.state.wi.us](mailto:carpolcc@dwd.state.wi.us).

Telephone: (608) 261-6317 (Option #1)

Fax: (608) 266-8358

Note: Email contacts are preferred. Thank you.

### ***ATTACHMENT***

Listing of regional licensing offices